



Federal Communications Commission  
Washington, D.C. 20554

October 29, 2013

**VIA ECFS ELECTRONIC DELIVERY**

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: Measuring Broadband Performance Meeting (Fixed) GN DOCKET NO. 12-264 - Carrier  
Representatives

Dear Ms. Dortch:

On September 27, 2013, SamKnows and representatives of fixed-line broadband providers met in person and via conference call with Commission staff to review the current status of the Measuring Broadband America (MBA) broadband measurement effort and discuss the following items:<sup>1</sup>

- (1) September 2013 Collection Start Date
- (2) DOCSIS 3.0 Consumer Install Equipment Issues
- (3) Code of Conduct Update
- (4) Revised SamKnows Website

Walter Johnston, Chief and James Miller, Senior Attorney Advisor, OET/EMCD welcomed participants and thanked the providers for their ongoing support of the fixed-line broadband measurement efforts. Mr. Miller described the ongoing progress made by SamKnows in its continued analysis of collected measurement data and work with carriers validating customer tiers. Based on analysis of data collected at the time of the meeting, the decision was made to set September 16 as the start date for the validated data-collection. This represented a slight delay from the usual starting date of September 1, which was the result of carrier concerns with legacy modem issues (i.e., panelists using legacy DOCSIS 2.0 modems not capable of taking advantage of DOCSIS 3.0 provisioned speed with modems provided by the service providers).

After analysis of possible exclusion of legacy modem panelists from reported statistics by Commission

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<sup>1</sup> A list of attendees and presentation materials are attached to this filing in GN Docket No. 12-264.

Staff and SamKnows, Commission staff shared a decision to exclude potentiall impacted participants from the study given no statistically significant impact was observed as sufficient sample size was available limiting the reporting to validated modem. Walter Johnston noted that this issue may have contributed to delaying the project and it was agreed that a future policy change was necessary to address the inclusion/exclusion of participants with upgraded equipment to avoid impacting future collecting, and recognizing that with increasing upgrades in data speeds equipment issues may continue to be a point of concern.

SamKnows representatives shared proposed content for a new website (<http://www.measuringbroadbandamerica.com/>) that could provide panelists improved access to information and replace the SamKnows older “Test my ISP” page that includes links to the FCC Measure Broadband America project. The new site was proposed to provides more control over the messaging to participants, explaining the methodology used by SamKnows and to include a FAQ section. The site might also include the Code of Conduct and NDA forms that stakeholders are encouraged to sign. Mr. Jeb Benedict (Vice President - Federal Regulatory Affairs & Regulatory Counsel at CenturyLink) suggested that it would be useful if the SamKnows website provides contact points and web links to service providers in case some participants have problems or require more information, and was supported by the participants. There were also suggestions to create Facebook and Twitter pages to popularize this website. Mr. Miller encouraged the participants to provide further feedback to SamKnows on ways to improve their website.

Mr. Miller thanked all the participants for their attendance and invited their continued attendance for future meetings.

Sincerely,

/s/ James Miller

James Miller, Senior Attorney Advisor  
Electromagnetic Compatibility Division/OET  
Federal Communications Commission